

STEELCASE TURN-KEY CONTRACT
STEELCASE TURN-KEY PROCUREMENT SYSTEM SUMMARY

1. DESIGN SERVICES

Initial client contact, verification of field dimensions, survey of existing furniture to be re-used, and schematic furniture layouts will be prepared by the Facilities Space Planner. These services are NOT included in the cost of furniture and will be an additional cost.

Preparation of detailed specifications and installation plans is included in the cost of the furniture with following limitations:

- a) Contract allows for (1) one revision to specifications. Additional revisions will be charged at a rate of \$65/hour. A revision constitutes a change in furniture quantity, addition or deletion of items, or change to the installation plan.
- b) Contract allows for 10% of the furniture on the project to be existing. If over 10% of the furniture is existing, it is considered a reconfiguration provided on a \$65/hour basis.
- c) Requests canceled after the detailed specifications are prepared will be subject to 1.5% of list price processing charge.

2. FURNITURE INSTALLATION

Installation is included in the cost of furniture with the following limitations:

- a) Furniture will be delivered when One Workplace has received all ordered items complete. If a split shipment is required by the requester, it will be quoted separately at \$85.00/manhour + truck charges.
- b) Standard delivery dates are scheduled Monday through Friday, 8am - 4pm. Weekend and after hour delivery must be requested in advance of placing the order and will be an additional charge.
- c) Delivery and installation are priced assuming standard working conditions: availability of adequate stairs, elevators, loading docks, floor surfaces, receiving areas, power accessibility, etc. Additional costs may be incurred for non-standard conditions.
- d) Installation services other than installation of new furniture are available at a \$42.50/manhour rate. A "Request for Additional Furniture Installation" form will be forwarded to the requester for approval and account authorization signature prior to proceeding with work.

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3. DELIVERY TIME

The standard lead time for furniture delivery is 6-8 weeks from the date order is placed with Steelcase.

A limited number of items are available on the Steelcase Quick Ship Program with a delivery time of approximately 4-6 weeks. The requester will be advised whether requested items are available for quick ship delivery.

4. FURNITURE RETURN AND ORDER CANCELLATION

- a) The contract allows for any item ordered to be returned to Steelcase for any reason. One Workplace must be notified within 7 days after delivery or furniture installation. Product should be returned in the original shipping cartons/wrapping if available or applicable.
- b) There is no cancellation fee on furniture orders that have not started manufacturing production. There is a 35% restocking fee plus the pick-up charge after the order has started production. The remaining balance will be credited to the requesters account.

5. PROBLEMS RESOLUTION

One Workplace delivery and installation crew will complete a problem resolution form. The requester will be asked to sign a copy of the delivery ticket and make notes on it regarding any issues that may arise. A follow up phone call will be made within 5 days.

6. SITE REQUIREMENTS

Following work will be provided and coordinated by the Facilities. These services are NOT included in the cost of furniture and will be an additional cost.

- a) Area where the new furniture will be installed must be cleared of all existing furniture and equipment.
- b) Electrical/data outlets must be installed in right locations.
- c) Walls which are to receive wall mounted shelves and bins must be structurally reinforced.
- d) Bookcase, file cabinets, storage cabinets, etc. must be seismically bolted to the wall.